



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

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2007

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Vacant

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**California Department of
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Mary Lawrence

Franchise Tax Board
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CHILD SUPPORT ADVISORY BOARD MINUTES OCTOBER 25, 2007

Present

3rd District, Lucy T. Eisenberg, Esq.,
Chair
4th District, Jean Cohen
4th District, Maria Tortorelli, Esq
5th District, Susan Speir, Vice Chair
5th District, Reginald Brass
Susan Jakubowski, DCFS
Fran Wong, DPSS
Gene A. Franklin Sr., CIO
David Jetton, Superior Court

Guests

Jennifer Coultas, Special Assistant, CSSD
Joan Otsu, Special Services Bureau, CSSD
Gail Juiliano, Chief, QAPI, CSSD
Maria Caudill, Assistant Director, DCSS
(teleconferencing)
Lawrence Hill, SEIU 721

Staff

Sandra Barbee, Chief, Commission Services
Janice Davis, Executive Office, BOS
Andrew Sevrin, Executive Office, BOS
Garen Khachian, Executive Office, BOS

Absent

2nd District, Paula Leftwich
2nd District, John Murrell
3rd District, Janice Kamenir-Reznik
Steven Golightly, CSSD
Mary Lawrence, DCSS

CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:30 a.m. in room 372, Kenneth Hahn Hall of Administration.

Jean Cohen and Maria Tortorelli joined the meeting at 9:40 a.m.

APPROVE MINUTES OF SEPTEMBER 27, 2007

On motion of Member Franklin, seconded by Vice Chair Speir and unanimously carried, the minutes of September 27, 2007 were approved, with the following changes:

- On page 2, under Staff Report, 4th paragraph, last sentence, add: *"The Chair agreed to notify all members of the new attendance policy"...*
- On page 3, under DCSS' Report, last paragraph, remove: *"to discuss contents of the letter dated, and Ms. Caudill will provide a"*, and replace with "Maria Caudill, Assistant Director of Communications and Public Affairs, DCSS, will meet with EDD *"on"* October 3, 2007, *"to"* draft *"a"* letter for the next CSAB meeting

Reginald Brass joined the meeting at 10:08 a.m.

**DIRECTOR'S REPORT, TO INCLUDE: CSSD ORGANIZATIONAL CHANGES;
VISIT BY DCSS DIRECTOR AND STAFF; DCSS BEST PRACTICES
CONFERENCE; CASE CLOSING PROJECTS; FULL COLLECTIONS TRAINING
IN WEST COVINA; CSSD'S AIDS WALK TEAM**

Joan Otsu, Deputy Director CSSD Special Services Bureau, representing the Director's office, reported:

- The organizational changes at CSSD are as follows:
 1. Lisa Garrett is the Chief Attorney. The Criminal Prosecution, Court Operations and Policy Divisions will report to Ms. Garrett.
 2. Jennifer Coultas is the Special Assistant to the Director. The Communication and Marketing Division will report to Ms. Coultas.
 3. Julie Paik is assigned to the CCSAS Conversion.
 4. Joan Otsu will be in charge of the Special Services Divisions while Ms. Paik oversees the conversion to CCSAS. The Special Services Bureau has seven divisions, many of which now have new Chiefs.
 5. Wayne Doss is developing the Case Create Section and he will remain the Head of the Criminal Prosecution Section.
- The DCSS Best Practices Conference will be discussed at the next meeting. Steven Golightly and Lisa Garrett, Director and Chief deputy Director of CSSD, are attending the Conference today.
- Case Closing projects will be tracked on ACCURINT software, designed by Lexis/Nexus, will be used to locate participants. Staff are testing the product by looking at extensive lists. This will launch a clean-up project.

- Cases may be closed for the following reasons, among others:
 1. The parent hasn't been located within three (3) years.
 2. There is no full name or DOB (Date of Birth); then the case will be closed after one (1) year.
 3. The parent is incarcerated with no chance of parole.
- A report on Full Collections Training will be given at the next meeting.
- The AIDS Walk was held on October 21, 2007; CSSD had 54 walkers and raised \$13,500.

DCSS' REPORT TO INCLUDE: OBSERVATIONS ON WAVES 2-4; DISCUSSION OF CONTENTS OF EDD LETTER TO EMPLOYERS; AND GENERAL OUTREACH TO EMPLOYERS RE: THE SDU (MARIA CAUDILL-DCSS)

Maria Caudill, Assistant Director of Communications and Public Affairs, DCSS, via telephone, reported:

- Waves two and three rolled-out smoother than the pilot Wave one. All three Waves are fully-functional and operational.
- Wave four will be rolled out on November 1, 2007.
- CSSD met with the EDD regarding the EDD Outreach Program.
- A new EDD Website will launch on November 1, 2007 and will be enhanced with a new page for employees to view all their personnel information.
- A Statewide mailing will be made to California employees regarding the new enhanced web page.

REVIEW AND DISCUSS PERFORMANCE MEASURES

Gail Juiliano, QAPI, CSSD, reported:

- The Department still has 150 vacancies.
- The September 2007 Performance Report numbers were flat and disappointing with no increase.
- The Commission was disappointed with the high number of abandoned calls.

- The number of Complaint Resolutions has been reduced.
- The September-October 2007 trends for order calculation methods are static.

DISCUSS FREQUENCY OF FUTURE MEETINGS

- The Commission will contact County Counsel for guidance regarding changing from monthly meetings to bi-monthly. This will help the Department of Child Support Services (DCSS) with their new transition. A motion will be introduced at the next meeting. There will be no CSAB meeting in November. The next meeting is scheduled for December 13, 2007.

YEAR-END REVIEW OF THE STRATEGIC PLAN FOR 2006/07 GOALS ACHIEVED; ISSUES IDENTIFIED ETC.) – JOAN OTSU

Gail Juiliano, Chief, QAPI, CSSD, reported:

- The State Plan is the same as the Program Improvement Plan and is specific for Performance on specific mutually agreed projects with Los Angeles County.
- QAPI is a State Mandated Performance Plan and mirrors the Los Angeles County Performance Plan with the exception of two (2) special projects.
- The Strategic Plan is a very detailed plan for managers to implement and determine if the project was a useful tool for improvements.

Joan Otsu, CSSD Special Services Bureau, representing the Director's Office, reported:

- The goals to increase current support collections on cases with arrears were not met.
- The COAP application process is cumbersome. Once approved, COAP cases with payment plans require monthly monitoring and adjustment. Obtaining USAP audits is problematic and causes a bottleneck in the approval process.
- Workers Compensation Collections have improved; collection by Wage Assignment has increased by 2.5% and the State Tax Intercept collections have decreased.
- Credit card payments require a PIN number that is not user friendly. The State prohibited Los Angeles County from implementing a more effective credit card system.

REVIEW STRATEGIC PLAN FOR 2007/08 – Lori Cruz - continued

The goals of the Department are as follows:

- To increase the current support collections percentage to 49%.
- To increase the percentage of cases with a collection on arrears to 50%.
- To increase total collections by 2%.
- To increase staff accountability by implementing CSTATS in all CSSD Bureaus.
- To reduce customer wait times in public contact offices by 25%.
- To increase criminal filings by 50% in collaboration with the District Attorney's office.
- To complete all CCSAS pre-implementation activities to prepare CSSD for transition to CCSSAS in November 2008.

REPORT ON MONTHLY Q/C BY CASE ESTABLISHMENT TEAM– Gail Juiliano

Gail Juiliano, Chief, QAPI, CSSD, reported:

- No errors were found in the 95 cases sampled and sent to the court and checked by the Quality Case Management team from CSSD.

FOLLOW-UP ON THE PROBLEM OF ARREARS FROM RETROACTIVE CHARGES – Lucy Eisenberg

Chair Eisenberg reported:

- When a judgment is entered on a default order, the NCP owes child support known as "Arrears" for the entire period between the filing of the complaint until the judgment is entered.
- The amount of judgment of Arrears retroactive charges owed, depends on the length of time that has elapsed between that date the S&C is filed until the judgment is entered.
- The one (1) option to reduce the delay resulting from non-service would be to reprint the S&C with a new date on the un-served cases.

MATTERS NOT POSTED ON THE AGENDA (to be presented and placed on a future Agenda)

The Commission discussed the possibility of formally waiving the rule and adopt a new policy allowing Public Comment to be discussed at the beginning of the meetings.

PUBLIC COMMENT

Ms. Ronnie Ellis is a former American Indian Children Advocate and a single mother. Ms. Ellis reported she could not afford to attend the New Business Conference held at the Los Angeles Convention Center. Ms. Ellis is concerned with the new American Indian Child Welfare Act.

ADJOURNMENT

Chair Eisenberg declared the meeting adjourned at 12:02 p.m.